

## ALTE LEIPZIGER Insurance Company: Outstanding Customer Service

### map&guide intranet improves claims management processes

Following a successful trial period, ALTE LEIPZIGER Insurance Company has chosen PTV's map&guide intranet system to optimise its processes in claims management. The Proximity Search function allows the insurance company to provide outstanding customer service and to coordinate its internal workflows more efficiently.

Client: ALTE LEIPZIGER Insurance, founded in Leipzig in 1819, one of Germany's oldest insurance companies.

Challenge: Optimising the claims management processes, such as auto damage, glass breakage, household goods and building claims

Solution: PTV's map&guide intranet software system

### High quality customer service

map&guide intranet connects groups of employees and allows them to simultaneously access functionalities, such as optimised route planning dynamically linked to central databases, exact calculation of distance and driving cost, and proximity search. The standard product also includes an interface to the claims management systems. The software supports 150 claims agents and helps them respond quickly to the customers' needs and provide top quality assistance. If a customer calls the insurance company to report that his or her car was damaged, map&guide intranet quickly selects the nearest car repair shop from more than 800 contracted partners in the database. map&guide technology is particularly useful if the call center agent must find contract partners located in postcode boundary areas. The route planning option allows the insurance staff to provide driving directions to the selected car repair shop, either on the phone or by e-mail.

### Contract partner network

Processing glass breakage, household goods and building claims is similar. The claims agent will quickly call a nearby technician able to fix the problem. map&guide intranet instantly selects the appropriate technician from the contracted partners

listed in the database, which are allocated to different industries, such as painting or appliances, and highlighted in different colours. This helps customer service to quickly and efficiently respond to the customer's needs.



ALTE LEIPZIGER's headquarters

Be it damages to a car or household - the call centre agent can always store the caller's address and information on each contact, such as specific services or rates. By combining map&guide intranet and the company's claims management system it is possible to directly contact the selected service provider.

### Appointing the own loss assessor

ALTE LEIPZIGER also uses the software to appoint their own loss assessors for cost-efficient claims management. The loss assessors' home computers are connected to the map&guide intranet system. The Proximity Search and Route Planning functions allow them to efficiently coordinate their appointments and visits. map&guide intranet optimises internal processes and helps the company to provide top quality customer service. Both factors are essential in order to stay competitive in the insurance market and to achieve further growth and profitability.